



## Online Bill Pay Set Up Instructions

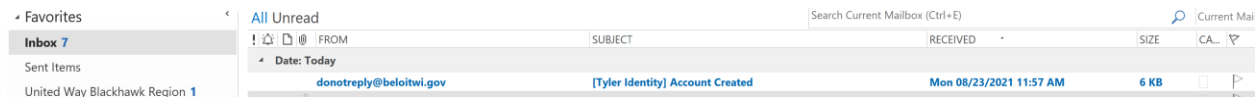
Because of a major software upgrade performed on 8/5-8/9/2021, the citizen self-service portal has been redesigned and you'll need you to do the following before you can access or link your utility account (**NOTE: customers with a non-email user name will need to Register for a NEW account and will be unable to log in to your old account**):

1. Proceed to the Citizen Self Service home page <https://selfservice.beloitwi.gov/css/default.aspx> and ensure you are logged out from any current account.

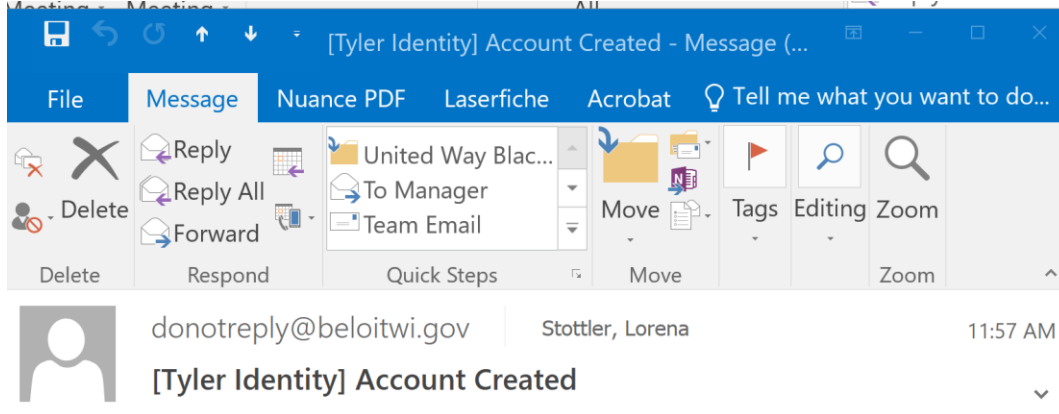
A screenshot of the Tyler Identity login page. The page has a header with navigation links: "Health & Wellness", "Spiritual", "Personal Links", "News", "State & Federal - Le...", and "City Clerk - Treasurer". The main content area features the "tyler identity" logo and the tagline "Identify. Authenticate. Empower.". Below this is a "Sign in to your account" form with fields for "Email" and "Password". Both fields have red error messages: "Email is required" and "Password is required". There is a "Remember me" checkbox and a "SIGN IN" button. At the bottom of the form, there is a blue text link that says "Register for a new account". A blue arrow points from the left margin to this link.

2. At the bottom of the screen you should see a blue text link that states "Register for a new account" - Click the link
- 3.

A screenshot of the "User Self-Service" registration completion page. The page has a dark blue header with the "User Self-Service" logo and text. The main content area is white and contains a "Registration complete" message. Below this, it says "Congratulations! You're registered." and "One last step. Click the confirmation link sent to stottlerl@beloitwi.gov.".



If the initial email doesn't appear in your INBOX, check your spam, junk mail folders.



You created an account with Tyler Identity.

Username: [stottlerl@beloitwi.gov](mailto:stottlerl@beloitwi.gov)

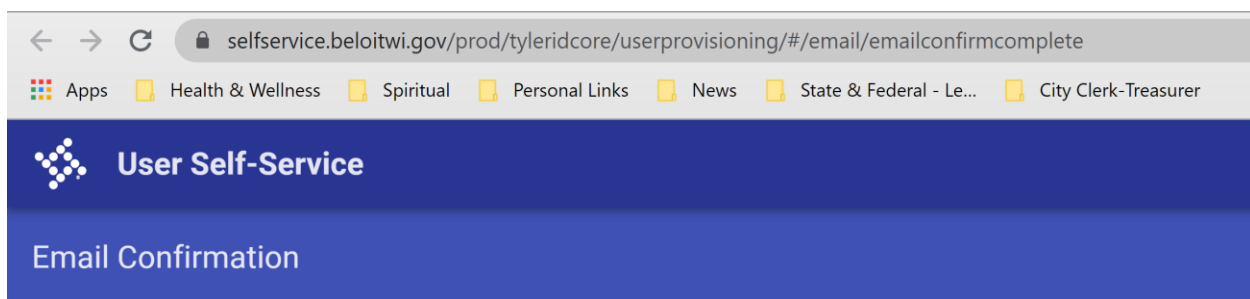
Please click here to confirm your email address:

<https://selfservice.beloitwi.gov/prod/tyleridcore/userprovisioning/#/email/emailconfirm/YGzRbv1sFNnaSEFESaXug>

Thanks!

Tyler Identity Administrator

Click the link to confirm your email address.



Thank you for confirming your email. Click [here](#) to sign in.

Click the link [here](#) to sign in...

A screen to login will appear - NOTICE the login name is now your email address.

Feel free to click the “*remember me*” box if you are on a secure personal device.



Identify. Authenticate. Empower.

Sign in to your account

Email

stottlerl@beloitwi.gov

Password

.....




Remember me

[Register for a new account](#)

SIGN IN

[Forgot password?](#)

Now you're ready to go!



## Welcome to Citizen Self Service

### Citizen Self Service

- General Billing
- Utility Billing


### Announcements

Due to the system upgrade, you will now need to create a new user name (a valid email address) and password.

### Profile Information

Profile information not found.

Click the Utility Billing link on the left to get started.



## Utility Billing

PLEASE ENTER YOUR **ACCOUNT NUMBER** AND **CUSTOMER NUMBER** AS IT APPEARS ON YOUR BILLING. PLEASE PAY THE OLDEST BILL FIRST. THIS WILL AVOID ANY OLD BILLS BEING PLACED ON THE TAX ROLL NOVEMBER 15TH OF EACH YEAR.

### Citizen Self Service

- General Billing
- Utility Billing
- Contact Us

Account Number \*

Customer ID \*

☐ Remember these values

Enter the account # and Customer ID off of your bill. Feel free to check the box “*Remember these values*” if you are on a personal and secure device.

## Utility Billing

### Search Results

[Modify Search](#) | [New Search](#)


1 found

Customer Name	Service Address	Account Number	Customer ID	Parcel ID	Manage
CITY OF БЕЛОIT	100 STATE ST CITY	<a href="#">386909</a>	12947	13540095	<a href="#">Manage Bills</a>

### Citizen Self Service

- General Billing
- Utility Billing
- Contact Us
- Search Results
- New Search

You should see your account information and now can click on Manage Bills at the right and follow the prompts on the screen to pay your bill. The system is currently running slow at this point - thank you for your patience!



Citizen Self Service

General Billing

Utility Billing

Manage Bills

Account Summary

Contact Us

Search Results

New Search

Utility Billing

Manage Bills

Service Address

100 STATE ST CITY

Account Number

386909

As of

08/23/2021

Outstanding Bills (bill years 2001 to 2023 only)

Show Past Bills

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	9834127	8/13/2021	9/8/2021	\$0.00	\$0.00	\$312.76	<a href="#">Bill Details</a>
Total Due: \$312.76							

Pay

select bills you would like to pay now, then click "Pay"

The next tutorial will assist you in linking multiple utility accounts to one customer login account.